

**1. Purpose**

The role of the Low Water Storage Working Groups (working group) is to support the maximisation of available water and to inform Sunwater’s operation of Water Supply Schemes (WSS) where storages are currently critically low or approaching critical low levels in a way that is responsive to local priorities.

These Terms of Reference (ToR) define the parameters of working groups and provide a framework for the establishment and effective operation of the Nogoa Mackenzie Low Water Storage Working Group.

**2. Sunwater’s Commitment**

Sunwater is committed to maximising the water available to our customers and communities in order to deliver on our Purpose - *Delivering Water for Prosperity*. In order to deliver on this commitment, Sunwater will collaborate with our customers to manage their water effectively on behalf of customers and communities facing water shortages.

Sunwater will:

- be open and transparent with information it holds and resources it can provide
- collaborate with customers to explore all viable ideas, progress these ideas with decision-makers and report back to the group.

**3. Membership of working groups**

Working groups will consist of representatives from each of the following:

- Sunwater as owner and operator of WSS
- DNRME
- Customers

Regardless of agency affiliation, all members commit to:

- a willingness to work cooperatively, collaboratively and constructively on matters relating to low water storage
- an ability to contribute their own views and that of their agency/constituency
- respecting the need for confidentiality
- a willingness to advocate for collective recommendations.

**4. Working group deliverables**

Working groups are tasked with the following activities:

- Communicating storage level and water usage information in a timely and effective way
- Identifying potential storage triggers that will result in additional water management approaches being implemented by responsible parties
- Consultation on what alternate water management approaches might be and how actions within the control of Sunwater, Councils etc. can be taken to positively impact water availability
- Review and agreement on any required regulatory changes that could be advanced for the effective management of the low water levels.

**5. Authority**

Working groups are a collaborative forum to consider and recommend options for managing low water storage levels in each WSS. While the recommendations of the group will not be binding on Sunwater as owner/operator and DNRME as regulator, because senior influencers from these agencies are on working groups, the expectation is that recommendations are more likely to be well received by ultimate decision-makers.

**6. Member Roles and Responsibilities**

Role	Responsibilities
Sunwater	<ul style="list-style-type: none"> <li>▪ Sunwater Operations Manager to act as chairperson for meetings</li> <li>▪ Provide secretariat support that ensures meeting hygiene (e.g. invitations, action lists, records of meeting)</li> <li>▪ Review any documents provided by DNRME and Councils ahead of attending meetings</li> <li>▪ Ensure Subject Matter Experts are available to support working groups and the needs of the working group are managed in a timely way</li> <li>▪ Be transparent about non-negotiables and open to finding solutions</li> <li>▪ Advise on how recommendations will be progressed</li> <li>▪ In the event a response cannot be given at the meeting, take the question on notice and a reply given via the meeting notes</li> <li>▪ Commit to, and abide by, the ToR.</li> </ul>
DNRME	<ul style="list-style-type: none"> <li>▪ Ensure that appropriate officers are available for each working group</li> <li>▪ Review any documents provided by Sunwater and Councils ahead of attending meetings</li> <li>▪ Be transparent about non-negotiables and open to finding solutions</li> <li>▪ Advise on how recommendations will be progressed</li> <li>▪ In the event a response cannot be given at the meeting, take the question on notice and a reply given via the meeting notes</li> <li>▪ Commit to, and abide by, the ToR.</li> </ul>
Customers	<ul style="list-style-type: none"> <li>▪ Present the interests, concerns and views of their Council and community (or business)</li> <li>▪ Review any documents provided by Sunwater and DNRME ahead of attending meetings</li> <li>▪ Focus on working towards solutions that meet the needs of the whole community and in the interests of equity</li> <li>▪ Commit to, and abide by, the ToR.</li> </ul>

**7. Frequency and location of meetings**

It is intended that once stood up; a working group would meet on an as needs basis as identified by the working group. Sunwater, in consultation with working group members, will determine the ongoing schedule – as well as the location, timing and frequency of meetings.

**8. Meeting procedures**

The timing and location of meetings will be as advised by the Sunwater. Sunwater will send invitations with agendas and key documents least 48 hours prior to each meeting. Following each meeting, minutes will be made available.

**9. Confidentiality**

To ensure the effective operation of working groups, trust must be established and maintained. Confidentiality regarding individual input and respect for the process is integral to this.

**10. Media and communication**

Any media enquiries about working groups should be directed to the Chair of the group, although participating agencies will be consulted on media and communication material, time permitting.

11. Approval and review details

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SME:	Customer Engagement Lead	Next revision date:		Ref No (review):	Version 1

